

Performance Outcome 5.1.

Investigate complaints from inmates.

Training Objective Related to 5.1.

Given a written and practical exercise, identify the steps to investigate complaints from inmates.

Criteria: The trainee shall be tested on the following

- 5.1.1. Review written or verbal complaints received from inmates
- 5.1.2. Research complaints from inmates
 - 5.1.2.1. Review policy in reference to the type of complaints.
 - 5.1.2.2. Interview inmates making the complaints.
 - 5.1.2.3. If necessary, take complaint to a supervisor.
- 5.1.3. Provide information to the inmate in accordance with agency policy.
- 5.1.4. Document the response to the written requests or grievances of inmates..
 - 5.1.4.1. Make note in the daily log of response to inmate complaint or write on separate form and place in inmate file.
 - 5.1.4.2. Include inmate name, response to complaint, your name, date and time of response, and inmate reaction to response (acceptance, argumentative, etc.)

Lesson Plan Guide: The lesson plan shall include the following:

1. Review written or verbal complaints received from inmates
2. Research complaints from inmates
 - a. Review policy in reference to the type of complaints.
 - b. Interview inmates making the complaints.
 - c. If necessary, take complaint to a supervisor.
3. Provide information to the inmate in accordance with agency policy and Board of Corrections Minimum Standards for Jails and Lockups, if applicable.
4. Document the response to the written requests or grievances of inmates.
 - a. Make note in the daily log of response to inmate complaint or write on separate form and place in inmate file.
 - b. Include inmate name, response to complaint, your name, date and time of response, and inmate reaction to response (acceptance, argumentative, etc.)

Instructor Note: Advise trainees that they must identify their agency's policy on providing information/forms to inmates upon return to their agency.

Performance Outcome 5.2

Use structured problem solving method to identify and alleviate the causes of problems within the jail.

Training Objective Related to 5.2

Given a written and practical exercise, the trainee will use structured problem solving method to identify and alleviate the causes of problems within the jail setting.

Criteria: The trainee shall be tested on the following:

5.2.1. Use structured problem solving methods to identify causes of jail problems.

5.2.1.1. Functional approach

5.2.1.2. Analytical approach

5.2.2. Ways to address or alleviate causes of jail problems.

5.2.2.1. Immediately notify supervisor of any physical/structural damage to facility.

5.2.2.2. Notify the maintenance department or supervisor in accordance with policy to report problems and make repairs as necessary.

5.2.2.3. Relocate inmates to other housing pods/units/cells to alleviate medical problems, overcrowding or deal with disruptive inmates and report same to supervisor.

5.2.2.4. Use medical services to solve inmate mental/physical health issues, e.g. suspected contagious diseases.

5.2.2.5. Use force as required and in accordance with policy to maintain control of the inmates.

5.2.2.6. Request a mental health evaluation for inmate.

5.2.2.6.1. Notify supervisor of abnormal behavior observed.

5.2.2.6.2. Follow policy to have inmate transferred to mental health facility.

Lesson Plan Guide: The lesson plan shall include the following:

1. Use structured problem solving methods to identify causes of jail problems.
 - a. Functional approach requires deputy/jail officer to identify type of problem based on whether or not either a physical item in the jail is or is not working properly.
 - (1). Includes physical/structural problems of the jail, e.g., water leakage after heavy rain, etc.
 - (2). Includes maintenance/mechanical problems of the jail, e.g., lights out, plumbing stuck, etc.
 - (3). Any other type of problem the instructor may use to illustrate this approach.
 - b. Analytical approach requires deputy/jail officer to identify type of problem based on whether or not an individual or program is functioning properly.
 - (1). Includes overcrowding in cell blocks.
 - (2). Includes behavioral problems with inmates.
 - (3). Includes mental/physical health issues with inmates.
 - (4). Any other type of problem the instructor may use to illustrate this approach.
2. Ways to alleviate causes of jail problems.
 - a. Notify supervisor of any physical/structural damage to facility.
 - b. Notify the maintenance department in accordance with department policy to make repairs.
 - c. Move inmates to other housing to alleviate medical problems, overcrowding, or deal with disruptive inmates.
 - d. Use of medical services to solve inmate mental/physical health issues, e.g. suspected contagious diseases.
 - e. Use force in accordance with policy to maintain control of the inmates.
 - f. Request a mental health evaluation for inmate.
 - (1). Notify supervisor of abnormal behavior observed.
 - (2). Follow policy to have inmate transferred to mental health facility.

Performance Outcome 5.3

Observe individual to recognize signs of abnormal behavior/mental illness.

Training Objective Related to 5.3

Given a written and practical exercise, the trainee will recognize signs of abnormal behavior/ mental illness.

- A. Identify behaviors that may indicate possible mental illness or other maladaptive and/or dangerous speech or actions that require deputy/jail officer intervention.
- B. Identify behaviors that may indicate possible dementia or Alzheimer's Disease that may require deputy/jail officer intervention.
- C. Take into involuntary custody a person displaying behavior that gives the deputy/jail officer probable cause to believe that mental illness exists using the appropriate Code of Virginia requirements.

Criteria: The trainee shall be tested on the following:

The trainee shall be tested on the following:

- 5.3.1. Signs of abnormal behavior or dementia/Alzheimer's disease of an inmate.
 - 5.3.1.1. Abnormal behaviors and physical signs that may be observed by deputy/jail officer
 - 5.3.1.2. Possible danger to officer from inmate behaving abnormally
 - 5.3.1.3. Appropriate action to be taken related to abnormal behavior observed
 - 5.3.1.4. Communication to jail staff of any statements or behavioral observations that indicate danger to the inmate or others
- 5.3.2. Take into involuntary custody a person displaying behavior that gives the deputy/jail officer probable cause to believe that mental illness exists using the appropriate Code of Virginia requirements.
 - 5.3.2.1. Identify and be able to articulate conditions that assist mental health evaluators in obtaining an emergency custody order.
 - 5.3.2.2. Identify and be able to articulate conditions for a temporary detention order
 - 5.3.2.3. Identify procedures for obtaining an emergency custody order or temporary detention order
- 5.3.3. Identify procedure for securing, searching, and transporting a person who meets the criteria of an emergency custody order or temporary detention order

Lesson Plan Guide: The lesson plan shall include the following:

1. Examples of abnormal behaviors or dementia/Alzheimer's Disease of an inmate.
 - a. Disorders commonly responsible for abnormal behavior
 - (1). Bipolar disorder
 - (2). Schizophrenic
 - (3). Severely depresses
 - (4). Suicidal tendencies
 - (5). Alzheimer's/dementia
 - (6). Autism
 - (7). Mental retardation
 - b. Abnormal behaviors and physical signs that may be observed by deputy/jail officer.
 - (1). The mannerisms displayed by someone who is Bipolar.
 - (a). Mood swings.
 - (b). Delusions of greatness/grandeur.
 - (c). Rapid speech.
 - (2). The mannerisms displayed by someone who is schizophrenic.
 - (a). Hearing voices.
 - (b). Seeing others not there in reality.
 - (c). Delusions.
 - (3). The mannerisms displayed by someone who is severely depressed.
 - (a). Going from talkative to quiet.
 - (b). Giving away their personal effects.
 - (c). Extreme sadness.
 - (d). Excessive sleeping.
 - (e). Noncompliance with jail rules.
 - (f). Neglect of personal hygiene.
 - (4). The mannerisms displayed by someone who has suicidal tendencies.
 - (a). Same as above for depression.
 - (b). Talking of taking his life.
 - (c). Hoarding of medications.
 - (d). Attempts at suicide.
 - (5). The mannerisms displayed by someone who has Alzheimer's.
 - (a). Usually elderly.
 - (b). The "forgetfulness"
 - (c). Not understanding their situation regarding incarceration.
 - (d). The physical needs of an Alzheimer's patient.
 - (6). The mannerisms displayed by someone who is autistic.
 - (a). Non-verbal.
 - (b). Echolalia.
 - (c). Unnatural use or association of items.
 - (d). The strange verbal noises uttered.
 - (e). The need for uniformity and a regular routine.

- (f). The physical movements, (e.g.: rocking, snapping fingers, waving hands) associated with autism.
 - (g). The inability to meet personal needs.
 - (7). The mannerisms displayed by someone who is mentally retarded.
 - (a). Low IQ evident in verbal or written communication.
 - (b). Misunderstanding of even simple commands.
 - (c). Not able to do even simple tasks.
 - (d). Not able to meet personal needs.
 - c. Possible danger to officer from an inmate behaving abnormally.
 - d. Appropriate sources and types of information useful in assessing an inmate's behavior.
 - e. Importance of seeking help for inmates suffering from an emotional crisis.
 - f. Appropriate action to be taken related to abnormal behavior observed.
 - g. Communication to the jail staff of any statements or behavioral observations that indicate danger to the inmate or others.
 - h. Monitor those in your custody who exhibit abnormal behavior to ensure their safety and the safety of others.
2. Take into involuntary custody an inmate displaying behavior that gives the deputy/jail officer probable cause to believe that mental disability exists using the appropriate Code of Virginia requirements.
- a. Identify and be able to articulate conditions that assist mental health evaluators in an emergency custody order.
 - b. Identify and be able to articulate conditions for a temporary detention order.
 - c. Identify procedures for obtaining an emergency custody order or temporary detention order.
 - d. Identify procedure for securing, searching, and transporting an inmate who meets the criteria of an emergency custody order or temporary detention order.
3. Identify potential for multi-jurisdictional transportation of persons under an ECO or TDO.

Instructor Note: Advise trainees that they will need to identify department policy related to taking into involuntary custody a person who displays abnormal behavior and to identify locations to deliver this person as part of department training.

Performance Outcome 5.4

Investigate unusual odors and sounds.

Training Objective Related to 5.4

Given a written and practical exercise, the trainee will be able to investigate the source of unusual odors and/or sounds in a safe manner.

Criteria: The trainee shall be tested on the following:

5.4.1 Investigating unusual odors.

- 5.4.1.1 Making rounds and smelling unusual odors.
- 5.4.1.2 Emergency decisions to be made if needed (fire emergency)
- 5.4.1.3 Notifying the proper authorities to correct the problems.

5.4.2 Investigating unusual sounds.

- 5.4.2.1. Making rounds hearing unusual sounds.
- 5.4.2.2 Emergency decisions to be made if needed.
- 5.4.2.3 Notifying the proper authorities to correct the problems.

Lesson Plan Guide: The lesson plan shall include the following:

1. Making rounds and investigating unusual odors.
 - a. Smoke from a fire either electrical or material.
 - b. Cigarette, tobacco products smoke – to include illegal drugs.
 - c. Chemical spills (e.g.inmate throws cleaning solution).
 - d. Powder smells (baby powder to hide cigarette smell).
 - e. Homemade mash, wine, alcohol
 - f. Overflowing toilets/backed up sewer systems.
 - g. Inmate vomiting.
 - h. Gas smells.
 - i. Others as instructor may identify.
2. Emergency decisions to be made if needed
 - a. Evacuation in case of fire or hazmat incident
 - b. Notifying supervisor and/or coworkers.
 - c. Notifying proper responding units and/or agencies, if needed.
3. Notify proper authorities to correct problems (such as maintenance, medical, etc.)
4. Making rounds and investigating unusual sounds.
 - a. Sounds of scraping and or knocking against exterior/interior walls.
 - b. Sounds of inmate in distress.
 - c. Sounds of inmates involved in fight and/or illegal activities.
5. Making emergency decisions if needed.
 - a. Secure area if escape attempt discovered.
 - b. Secure area if crime scene and act on violations.

Performance Outcome 5.5.

Investigate injuries to inmates.

Training Objective Related to 5.5.

Given a written and practical exercise, the trainee will investigate injuries to inmates.

Criteria: The trainee shall be tested on the following:

5.6.1 Responding to a medical emergency/injury to an inmate.

- 5.6.1.1. Approach emergency site carefully in case of deception.
- 5.6.1.2. Assess the emergency/injury.
- 5.6.1.3. Render first aid/CPR according to approved practices.
- 5.6.1.4. Transfer the inmate to medical services.
- 5.6.1.5. Follow universal precautions

5.6.2 Investigating the injury to the inmate.

- 5.6.2.1. Question staff in regards to the injury.
- 5.6.2.2. Question the injured inmate.
- 5.6.2.3. Question other inmates regarding the injury.
- 5.6.2.4. Perform a safety inspection in accordance with established policies.
- 5.6.2.5. Document the information on appropriate forms.

Lesson Plan Guide: The lesson plan shall include the following:

1. Responding to a medical emergency/injury to an inmate.
 - a. Approach emergency site carefully in case of deception.
 - b. Assess the emergency/injury.
 - c. Render first aid/CPR according to approved practices.
 - d. Transfer the inmate to medical services.
 - e. Follow universal precautions if appropriate
2. Investigating the injury to the inmate.
 - d. Question the staff in regards to the injury.
 - e. Question the injured inmate.
 - f. Question other inmates regarding the injury.
 - g. Perform a safety inspection in accordance with established policies.
 - h. Document the information in appropriate forms.